What is Claimed is:

1. A method for providing interactive, real-time call tracking and resolution management over a communications network, comprising the steps of:

    providing an on-line call ticket request form for creating and submitting a call ticket for resolution;

    generating and displaying an interactive, on-call board user interface that identifies a plurality of members that are assigned and available to respond to a call ticket from a customer, a present status of each member and a primary contact number;

    automatically generating and displaying on the on-call board a plurality of icons representing communications options for each member based on the member's status; and

    providing a plurality of icons that are accessible to each member and that generate hyperlinks to a plurality of additional functions associated with call tracking and resolution.

2. The method for providing interactive, real-time call tracking and resolution management of claim 1 further comprising generating and displaying a dynamic permissions menu to a member.

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3.   The method for providing interactive, real-time call tracking and resolution management of claim 2 wherein the dynamic permissions menu provides hyperlinks to call tracking and resolution functions that the member is authorized to view.

4.   The method for providing interactive, real-time call tracking and resolution management of claim 3 wherein the call tracking and resolution functions include create a ticket, open a ticket, close a ticket, and archive a ticket.

5.   The method for providing interactive, real-time call tracking and resolution management of claim 3 wherein the call tracking and resolution functions include call board, customer account, management menu and administration menu.

6.   The method for providing interactive, real-time call tracking and resolution management of claim 3 wherein the call tracking and resolution functions include a float board.

7.   The method for providing interactive, real-time call tracking and resolution management of claim 6 wherein the float board function displays a list of members grouped by status and an e-chat and a phone contact icon next to each member's name, which enable a selected member to be contacted by phone, instant messaging and electronic mail.

8.   The method for providing interactive, real-time call tracking and resolution management of claim 1 wherein the on-call board further comprises a selectable link to a member's assigned and open call tickets.

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9.	The method for providing interactive, real-time call tracking and resolution management of claim 1 wherein the plurality of additional functions include at least two of viewing personal electronic notes, viewing an organization chart, viewing an organization calendar, viewing a member's profile and viewing a ticket assigned to a member.

10.	The method for providing interactive, real-time call tracking and resolution management of claim 1 wherein the communications options include at least two of a bulletin board, electronic notes, instant messaging, voice over Internet Protocol (IP), electronic mail, dynamic electronic mail to a group of members, and a float board.

11.	The method for providing interactive, real-time call tracking and resolution management of claim 1 further comprising the step of updating a member's primary contact phone number.

12.	The method for providing interactive, real-time call tracking and resolution management of claim 1 further comprising the step of updating a member's profile.

13.	The method for providing interactive, real-time call tracking and resolution management of claim 1 further comprising the step of sending an electronic notification to a customer with a link to the customer's call ticket to enable the customer to view a status of the call ticket.

14.   The method for providing interactive, real-time call tracking and resolution management of claim 1 further comprising the step of sending an electronic notification to a customer when the customer's call ticket has been closed, the electronic notification including a link to a customer call ticket feedback form.

15.   The method for providing interactive, real-time call tracking and resolution management of claim 14 further comprising the step of scoring each member's perfromance in responding to customer call tickets based on customer feedback forms.

16.   A computer readable medium containing a computer program product for providing interactive, real-time call tracking and resolution management over a communications network, the computer program product comprising:

        program instructions that provide an on-line call ticket request form for creating and submitting a call ticket for resolution;

        program instructions that generate and display an interactive, on-call board user interface that identifies a plurality of members that are assigned and available to respond to a call ticket from a customer, a present status of each member and a primary contact number;

        program instructions that automatically generate and display on the on-call board a plurality of icons representing communications options for each member based on the member's status; and

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program instructions that provide a plurality of icons that are accessible to each member and that generate hyperlinks to a plurality of additional functions associated with call tracking and resolution.

17. The computer program product for providing interactive, real-time call tracking and resolution management of claim 16 further comprising program instructions that generate and display a dynamic permissions menu to a member.

18. The computer program product for providing interactive, real-time call tracking and resolution management of claim 16 wherein the dynamic permissions menu provides hyperlinks to call tracking and resolution functions that the member is authorized to view.

19. The computer program product for providing interactive, real-time call tracking and resolution management of claim 18 wherein the call tracking and resolution functions include program instructions that create a ticket, open a ticket, close a ticket, and archive a ticket.

20. The computer program product for providing interactive, real-time call tracking and resolution management of claim 18 wherein the call tracking and resolution functions include program instructions that generate a float board.

21. The computer program product for providing interactive, real-time call tracking and resolution management of claim 20 wherein the float board function includes program

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instructions that display a list of members grouped by status and an e-chat and a phone contact icon next to each member's name, which enable a selected member to be contacted by phone, instant messaging and electronic mail.

22. The computer program product for providing interactive, real-time call tracking and resolution management of claim 16 wherein the on-call board further comprises program instructions that enable a selectable link to a member's assigned and open call tickets.

23. The computer program product for providing interactive, real-time call tracking and resolution management of claim 16 wherein the plurality of additional functions include program instructions that enable viewing of at least two of personal electronic notes, an organization chart, an organization calendar, a member's profile and a ticket assigned to a member.

24. The computer program product for providing interactive, real-time call tracking and resolution management of claim 16 wherein the communications options include program instructions that enable at least two of a bulletin board, electronic notes, instant messaging, voice over Internet Protocol (IP), electronic mail, dynamic electronic mail to a group of members, and a float board.

25. The computer program product for providing interactive, real-time call tracking and resolution management of claim 16 further comprising program instructions that enable updating a member's primary contact phone number.

26. The computer program product for providing interactive, real-time call tracking and resolution management of claim 16 further comprising program instructions that enable updating a member's profile.

27. The computer program product for providing interactive, real-time call tracking and resolution management of claim 16 further comprising programs instructions that send an electronic notification to a customer with a link to the customer's call ticket to enable the customer to view a status of the call ticket.

28. The computer program product for providing interactive, real-time call tracking and resolution management of claim 16 further comprising programs instructions that send an electronic notification to a customer when the customer's call ticket has been closed, the electronic notification including a link to a customer call ticket feedback form.

29. The computer program product for providing interactive, real-time call tracking and resolution management of claim 28 further comprising programs instructions that score each member's performance in responding to customer call tickets based on customer feedback forms.

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